

11884/407501

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of Suresh Rangaswamy BABU et al.

Group Art Unit: To Be Assigned

Application No.: 10/776,619

Examiner: To Be Assigned

Filed: February 12, 2004

Docket No.: 11884/407501

For: AUTOMATED RECALL MANAGEMENT SYSTEM FOR ENTERPRISE  
MANAGEMENT APPLICATIONS

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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☐ 2. This Information Disclosure Statement is being filed more than three months after the U.S. filing date AND after the mailing date of the first Office Action on the merits, but before the mailing date of a final action, Notice of Allowance, or any action that otherwise closes prosecution.

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☐ c. Please debit Deposit Account No. 11-0600 in the amount of \$180.00 in payment of the fee under 37 CFR §1.17(p) to ensure consideration of the disclosed information. Two duplicate copies of this paper are attached. 37 CFR §1.97(c)(2).

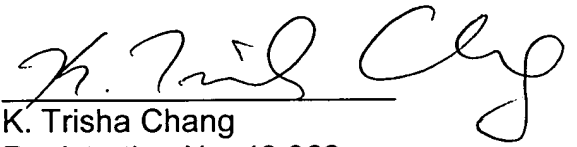
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Respectfully submitted,

KENYON & KENYON

  
K. Trisha Chang

Registration No. 48,962

Date: April 19, 2004

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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>		Application Number	10/776,619
		Filing Date	February 12, 2004
		First Named Inventor	Suresh Rangaswamy BABU et al.
		Art Unit	To Be Assigned
		Examiner Name	To Be Assigned
Total Number of Pages in This Submission	75	Attorney Docket Number	11884/407501

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm or Individual name	K. Trisha Chang, Reg. No. 48,962	
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Date	April 19, 2004	

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Sheet	1	of	2
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**Complete if Known**

<i>Application Number</i>	10/776,619
<i>Filing Date</i>	February 12, 2004
<i>First Named Inventor</i>	Suresh Rangaswamy BABU et al.
<i>Art Unit</i>	To Be Assigned
<i>Examiner Name</i>	To Be Assigned
<i>Attorney Docket Number</i>	11884/407501

## U.S. PATENT DOCUMENTS

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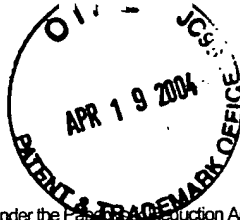
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Sheet 2 of 2

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Application Number	10/776,619
Filing Date	February 12, 2004
First Named Inventor	Suresh Rangaswamy BABU et al.
Art Unit	To Be Assigned
Examiner Name	To Be Assigned
Attorney Docket Number	11884/407501

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
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		A SAS White Paper, Warranty Management as Your Competitive Differentiator: How to Reduce Costs and Improve Customer Satisfaction, The key business realities constraining today's warranty programs - and what progressive manufacturers should be doing about them. <a href="http://www.sas.com">www.sas.com</a>	
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		Customer Expressions, News Release, February 15, 2004, Customer Complaint Management in the Banking Sector: Best Practices by Customer Expression, Executive Canada, John Kiska, MBA, CMA, <a href="http://www.customerexpressions.com/CEX/CEXWeb.nsf/News-Best-Practices?OpenPage">http://www.customerexpressions.com/CEX/CEXWeb.nsf/News-Best-Practices?OpenPage</a> .	
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